

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

T. HORIE et al.

Serial No. 09/775,575

Group Art Unit: 2837

Filed: February 5, 2001

Examiner: R. Bachner

For: ANSWER SYSTEM FOR TECHNICAL SUPPORT, AND TECHNICAL  
SUPPORT METHOD

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents  
Mail Stop DD  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In accordance with the duty of disclosure, the Applicants submit the documents cited on the attached PTO-1449 form. These documents constitute the art of record in the parent application.

The Applicants request the Examiner initial and return a copy of the attached PTO-1449 form as an indication that the references have been considered.

Respectfully submitted,



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Date: March 10, 2004

FORM PTO-1449 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. NIP-216-02	SERIAL NO. NEW
<b>LIST OF DOCUMENTS CITED BY APPLICANT</b> <i>(Use several sheets if necessary)</i>		APPLICANT T. HORIE et al.	
		FILING DATE March 10, 2004	GROUP Unassigned

### U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT	DATE	NAME	CLASS	SUBCLASS	FILING DATE (If Appropriate)
AA						
AB						
AC						
AD						
AE						
AF						
AG						

### FOREIGN PATENT DOCUMENTS

		DOCUMENT	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	AH	11-66003	3/9/99	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AI	11-39023	2/12/99	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AJ	10-301621	11/13/98	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AK	6-117885	4/28/94	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AL	6-274402	9/30/94	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AM	9-62740	3/7/97	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AN	10-154118	6/9/98	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AO	11-161321	6/18/99	Japan			<input type="checkbox"/>	<input type="checkbox"/>
	AP	98/33130	7/30/98	WO			<input type="checkbox"/>	<input type="checkbox"/>
	AQ	2000-20541	01/21/00	Japan			<input type="checkbox"/>	<input type="checkbox"/>

### OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, etc.)*

	AR		
	AS		
	AT		

EXAMINER	DATE CONSIDERED
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\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.